

Grantee Companion Guide for Critical Incident Reporting (Using GIFTS)

Introduction

A critical goal of the SSVF Program is to ensure the safety of all participants, supportive service coordinators and their staff. If a Grantee becomes aware of a health or safety issue related to the participant, including unsafe accommodations, the Grantee must report the issue to the appropriate authorities. Once the appropriate authority has been alerted, the Grantee should determine whether the SSVF Program Office should be notified about the critical incident. This guide provides instruction on the method for reporting critical incidents to the SSVF Program Office within a timeframe not to exceed 48 hours after the Grantee has been made aware of the situation.

Grantee Policies and Procedures

All Grantees are required to include a Critical Incident Policy in their SSVF Policies and Procedures. This policy should include the following information: 1) what constitutes a critical incident, 2) how to define an incident as critical, 3) how to respond accordingly, 4) who is responsible for responding, 5) a detailed action plan, 6) an internally established timeframe for responding to the incident and, 7) when necessary, reporting the incident to the SSVF Program Office.

When to Submit a Critical Incident Report to the SSVF Program Office

Since the Critical Incident process has been implemented within the SSVF policies and procedures, Grantees have demonstrated great improvements in addressing such incidents, especially related to health and welfare checks, aggressive acts, and assaults. The SSVF Program Office expects grantees to continue to follow their internal policies for all critical incidents, including those that are no longer required to be submitted to the SSVF Program Office. The new method for submitting Critical Incidents to the SSVF Program Office includes a revised list of incidents requiring VA notification. The SSVF Program Office is requiring Grantees to only submit the most serious of Critical Incidents, such as Suicides, Homicides, and Staff Improprieties including allegations of criminal activity by agency and subcontractor staff. All incidents that receive media attention must be reported to the SSVF Program Office. The SSVF Critical Incident process is used for the purpose of reporting serious incidents to VA leadership. If a Grantee is uncertain as to whether the Critical Incident requires SSVF Program Office notification, they should contact the SSVF Regional Coordinator.

Submitting Critical Incident Reports to the SSVF Program Office

1. Critical Incidents are reported to the SSVF Program Office using the SSVF online grants management system (GIFTS). Grantees have an active Requirement form in their GIFTS account portal, titled SSVF Critical Incident Form. A blank form will be available within the GIFTS account portal at all times. Grantees who submit the Critical Incident Form to the SSVF Program Office can expect a new Requirement to be published in their portal for future use. If Grantees require more than one form at a given time, they may request an additional form from the SSVF Regional Coordinator.

Account: william.nash3@va.gov | Change E-mail/Password
Last Log in: 11/9/2016 10:38 AM GMT-05:00

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SSVF Applications | **SSVF Requirements**

Requirements

Click the Applications tab to view saved and submitted Applications.

Show **New Requirements** ▾
☐ Hide Viewer Only Requirements

Form Name	Project Title	Type	ID	Due	Updated	My Role	Action
SSVF Critical Incident Report	Test Request	Critical Incident	79351	12/05/2016	12/05/2016	Owner	

2. The agency name and grant number will be pre-populated. **Please note that the form should not contain any Personally Identifiable Information (PII) and Veterans should be identified only by their HMIS ID.** Grantee should complete the blank fields in the Agency Information and Client Information sections by typing directly into the form. Grantee should enter the Staff Name, Email Address, Phone Number, and Date of this Report. The date of the report is the date the report is completed by Agency Staff.

The screenshot shows a web browser window with the URL https://www.grantrequest.com/SID_2115/default.asp. The browser's address bar and tabs are visible at the top. The main content area displays the 'SSVF Critical Incident Report' form. The form is titled 'Client Information' and contains several sections with red asterisks indicating required fields. The 'Type of Incident' section has a dropdown menu with options: 'Death (Suicide)', 'Death (Homicide)', 'Allegation of Criminal Acts by Grantee or Subcontractor Staff', and 'Other Incident'. The 'Other Incident' option is currently selected. To the right of this dropdown is a text box labeled 'If Other, please specify.' Below this, there are fields for 'Date of last SSVF contact with Veteran', 'Living Situation' (a dropdown menu with 'Homeless' selected), and 'Move in Date (if applicable)'. There are also two 'Yes/No' questions: 'Was/Is Veteran receiving VA Healthcare Services?' and 'Was/Is Veteran receiving VA Mental Health or Substance Use Disorder Treatment?'. Each 'Yes' response is followed by a text box for 'If Yes, what is the name of the VAMC?'. The bottom of the browser window shows the Windows taskbar with various application icons and the system clock indicating 8:16 AM on 5/30/2017.

3. Using the drop down menus provided, Grantee should indicate the type of incident that occurred by selecting and checking one of the options provided. The “Other” checkbox should only be used if the incident does not fit any of the prior checkbox options. If selecting “Other”, provide an explanation in the textbox, “If other, please specify”. The incident description should be clear and concise and include only information relating to the critical nature of the incident. Grantees should ask themselves the following questions: “Why this incident is considered critical to the wellbeing and housing stability of those involved?” and “Why is it necessary that the SSVF Program Office be notified of this incident and have this information on file?”
4. When an incident involves a Veteran, information regarding the status of Veteran at the time of incident is necessary. This includes:
- SSVF admission and exit date, if applicable
 - Date of last SSVF contact with Veteran
 - Veteran’s Living Situation and move-in date, if applicable
 - Receiving VA Healthcare and name of VAMC
 - Receiving Mental Health or Substance Use Disorder and name of VAMC
 - Receiving Mental Health or Substance Use Disorder from Community Program
 - Enrollment in other VA Homeless Programs
5. Grantee should provide as much information about the incident. This may include how Grantee learned of incident and any follow up completed.

6. Grantee should indicate whether the incident garnered media attention. This may occur if the incident involves a criminal act committed by or against the Veteran. This information is required for reporting purposes to Veterans Affairs Central Office (VACO).

https://www.grantrequest.com/SID_2115/default.asp SSVF Critical Incident Report

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* Was/Is Veteran receiving Mental Health or Substance Use Disorder Treatment from a non-VA Community Provider?
Yes

If Yes, what is the name of the organization?

* Is Veteran Enrolled in other VA Homeless Programs (HUD-VASH, CWT, GPD)?
No

Incident Details:

* Date of Incident:

* Location/Address of the Incident:

* Time of Incident:

* Incident Description:

* Did this incident receive media attention?
Yes

Please provide a link to the online article if this incident was covered by the media.

8:20 AM
5/30/2017

7. Grantee should indicate the action/s taken by using the “Yes/No” drop down menu provided for each of the options. If Grantee selects “Yes” for an action, Grantee must select “Yes” or “No” for the corresponding question (located directly to the right of the listed action). If Grantee selects actions related to “Adult/Child Protective Services Contacted” and/or “Health & Welfare Check”, Grantee must provide a narrative response.
8. Grantee should also indicate what additional follow up was provided, if any, by selecting “Yes” or “No” from the drop down menu. If “Yes,” the Grantee should enter the date that follow up was provided or describe the type of follow up “Other” was selected.

https://www.grantrequest.com/SID_2115/default.asp SSVF Critical Incident Report

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Actions Taken:

* 911 Contacted:
Yes

* Veterans Crisis Line Contacted (1-800-273-TALK):
Yes

Was Veteran Provided with Referral/Resources by Hotline Operator?
Yes

* Other Crisis Hotline Contacted:
Yes

* Law Enforcement Contacted:
Yes

Was Veteran taken into custody?
Yes

Veteran escorted by law enforcement?
Yes

* VA Medical Facility Contacted:
Yes

Facility Name: _____ Admitted:
Yes

* Other Medical Facility Contacted:
Yes

Facility Name: _____ Admitted:
Yes

* Adult/Child Protective Services Contacted:
Yes

Agency Name: _____ Case Opened:
Yes

* Health & Welfare Check:
Yes

Enter Results:

Other:
Yes

Describe:

Additional Follow Up Provided:

8:20 AM
5/30/2017

9. Grantee should follow instructions to review and submit the completed form. The SSVF Program Office will conduct a review of the submitted critical incident report and the Regional Coordinator will contact the Grantee within two business days, if any further action is necessary. Additionally, the Grantee will receive a new, blank Critical Incident Report form within the GIFTS Account portal.

The screenshot shows a web browser window with the address bar displaying https://www.grantrequest.com/SID_2115/default.asp. The browser has multiple tabs open, including 'SSVF Critical Incident Report'. The form is titled 'SSVF Critical Incident Report' and contains the following fields:

- Other:** A dropdown menu with 'Yes' selected, followed by a 'Describe:' text box.
- Additional Follow Up Provided:** A section header.
- * Contact with Veteran:** A dropdown menu with 'Yes' selected, followed by a 'Date:' text box with a calendar icon.
- * Contact with Third Party:** A dropdown menu with 'Yes' selected, followed by a 'Date:' text box with a calendar icon.
- * Other:** A dropdown menu with 'Yes' selected, followed by a 'Describe:' text box.

At the bottom of the form, there are two buttons: 'Save & Finish Later' and 'Review & Submit'. The Windows taskbar at the bottom shows the time as 8:33 AM on 5/30/2017.